



Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
ORI# \_\_\_\_\_  
Contact Person: \_\_\_\_\_

**Criminal Justice Information Sharing**  
**600 East Boulevard Avenue, Dept. 112**  
**Bismarck, ND 58505-0100**  
**Phone: (701) 328-1110 Fax: (701) 328-3000**

Agreement Start Date: January 1, \_\_\_\_\_ Agreement End Date: December 31, \_\_\_\_\_

### Purpose of the Agreement

**This agreement is between the Criminal Justice Information Sharing program (CJIS) and the Local Law Enforcement Agency (customer).** The purpose of this agreement is to provide a web-based law enforcement records management system (LERMS) for local law enforcement agencies within the State of North Dakota.

### 1.0 Implementation

For the initial implementation of the LERMS application a statement of work will be agreed upon between CJIS and the customer.

### 2.0 Support

- Software support issues are provided by CJIS.
- All software support issues are to be reported through the Information Technology Department (ITD) Service Desk at 701-328-4470 or 1-877-328-4470. The number is operational on a 24/7 basis.
  - Attempts will be made to respond within 2 hours of receipt of service ticket on a 24/7/365 basis for system support, system outage, login issues and password resets.
  - Attempts will be made to respond within 2 hours of receipt of service ticket Monday thru Friday 8am to 5pm (CST); excluding state holidays for issues regarding application usage and NIBRS related questions.

### 3.0 Supported Environment

- CJIS will implement and maintain the service and software necessary for the law customer to use LERMS. It is the customer's responsibility to maintain client lists and privileges.
- Supported Software includes:
  - Microsoft Windows 2000 Professional or Windows XP Professional
  - Microsoft Internet Explorer 6.0 or newer
  - Microsoft Word 97 or newer
- CJIS is not responsible for problems resulting with software conflicts beyond that of the CJIS systems.



#### 4.0 Training

Application training is provided by CJIS at the CJIS office, which is located in Bismarck, ND. Training will be held on a quarterly basis at the discretion of CJIS. Training information is available through the CJIS website at [www.nd.gov/CJIS/training](http://www.nd.gov/CJIS/training).

#### 5.0 End User Account Maintenance

The customer will identify an "Agency Superuser" to CJIS that is the point of contact for the customer. The "Agency Superuser" is responsible for account maintenance. Account maintenance consists of, but is not limited to: adding, updating and deleting user and assigning user privileges.

#### 6.0 Information Sharing

To the extent authorized by law, the customer agrees that its LERMS data may be shared through the CJIS Hub Portal. The North Dakota CJIS security policies are defined in the CJIS Hub Access Agreement.

#### 7.0 Misuse

Customers agree to use this application for its intended Law Enforcement purpose and any misuse of the application will result in the immediate denial of access to the application.

#### 8.0 LERMS Fees:

CJIS provides the LERMS product at a rate of **\$25.00 per full-time sworn officer per month**. The full time sworn officer count is obtained from the annual UCR report distributed by the Bureau of Criminal Investigation. The monthly fee covers the following:

- Application maintenance
- Training
- Product support

These fees are based on annual vendor maintenance fees. These fees increase on an annual basis due to inflation. In the event of an increase of rates, CJIS will notify agencies 6 months prior to a rate increase.

Fees will be invoiced to the customer on a monthly basis, in advance of the services. Payment for fees are due thirty (30) days from date of invoice.

#### 9.0 Amendment:

This agreement may be amended by mutual agreement of the two parties.



**IN WITNESS WHEREOF, the parties have executed this Agreement through their duly authorized representatives.**

Agreed to this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

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Signature

Printed Name

Title

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Pam Schafer, CJIS Director

Date